



December 5, 2018

Dear Valued Customer,

Every day, we work to improve the lives of our customers in the Palmetto State. We have a mission of providing safe, reliable, and cost-effective water and wastewater services to the communities we serve while promoting environmental stewardship. It's a mission built on a nearly 50-year legacy of service. Today, our commitment to our customers in South Carolina is stronger than ever.

It's an exciting time at our company, and as we look forward, we are refreshing our brand at no cost to our customers to reflect our legacy and to showcase our new direction. We are changing our name to highlight our commitment to serving the communities of South Carolina and to further distinguish our company from Carolina Water Service of North Carolina, which is a separate business entity. We are currently seeking formal approval of our corporate name change with the appropriate regulatory bodies. In the meantime, we invite you to meet our company's new name and look.



The name, Blue Granite Water Company, will be effective after all necessary approvals have been obtained. The name was selected by our employees to represent our South Carolina roots and our commitment to the state. In 2019, the Blue Granite stone will celebrate its 50th year as the South Carolina state stone. Used in the construction of the South Carolina Statehouse, blue granite represents strength and reliability, symbolizing the foundation of our commitment to provide local water and wastewater services that help build vibrant communities.

A fresh color scheme, bold logo and mission centric tagline are elements that make up the new Blue Granite Water Company brand identity. Inside the state outline, water flowing across the state symbolizes a clean and renewable natural resource connecting all communities across the state. Our new tag line centers the brand on our mission because at the end of the day, Blue Granite Water Company is about serving South Carolina's local communities.

A brand is more than a name and logo – it's who we are. It's a company culture that is guided by new core values of Prioritizing Safety, Embracing Service, Inspiring Innovation, Promoting Teamwork and Pursuing Excellence. Our new brand is a tangible symbol of the

positive changes we are making so that we may better serve you. Simply put, we are transforming – new leadership, new name, new look, new headquarters in Greenville, new culture, and a new strategic plan.

Effective January 15, 2019, our domain name and email addresses will change to @bluegranitewaterco.com and our new website will be www.bluegranitewaterco.com; truck decals and facility signs will be changed; and employees will wear new uniforms with the Blue Granite Water Company logo prominently stitched on the shirts. Additionally, our new corporate office address will be 130 South Main Street, Suite 800, Greenville, SC 29601.

The company's name change will not impact our customer service phone number ((800)367-4314) or any of our emergency contact numbers. Beginning January 15, 2019, customer bills will be issued with the new name and logo, and payments should be remitted to Blue Granite Water Company at that time; the general bill form, payment methods, and address for bill payments will remain the same.

Transformation is more than a name change; it's a different way of solving problems and serving customers. One thing has not changed as part of ~~our~~the rebranding and that is our commitment to always getting better. We are proud to serve you and the state of South Carolina.

Sincerely,

Catherine Heigel
President